

**Begin Processing** speech signals 48 Pattern match detected 50 Determine severity level and probability match 52 Determine action required 54 Update supervisor display 66 **Notify Contact** Centre Manager if necessary 68 Add details to log 70 Await further incident or call end 72 Call ends 74

Fig. 3

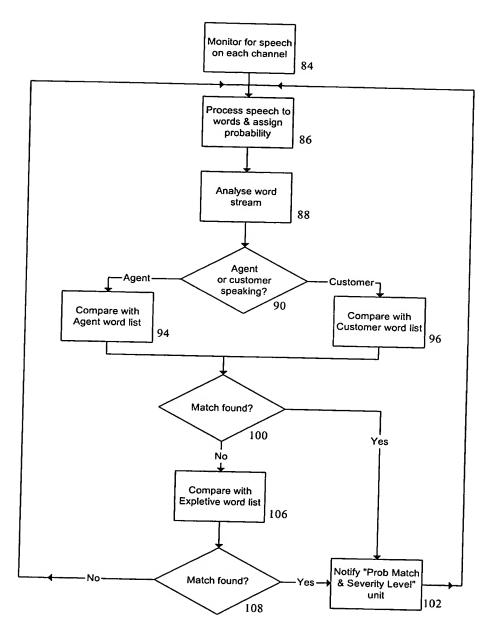


Fig. 4

